GSA

GSA SmartPay Fleet Management Essentials

Varuna Singh

2015 Federal Fleet Management Training
General Services Administration

Introduction

This presentation will provide Fleet managers and cardholders information about the GSA SmartPay Fleet Card Program, which is available to Federal government agencies and organizations.

GSA SmartPay Program Overview

More than 350 Federal government agencies/ organizations can access charge card products and services through the GSA SmartPay2 master contract.

➢ Federal government agencies/organizations issue task orders against the GSA SmartPay2 master contract for charge card products and services from one of three contractor banks:

- o *Citibank*
- o *JP Morgan*
- o *U.S. Bank*

➢ Agencies/organizations pay no direct fees for using the GSA SmartPay Program

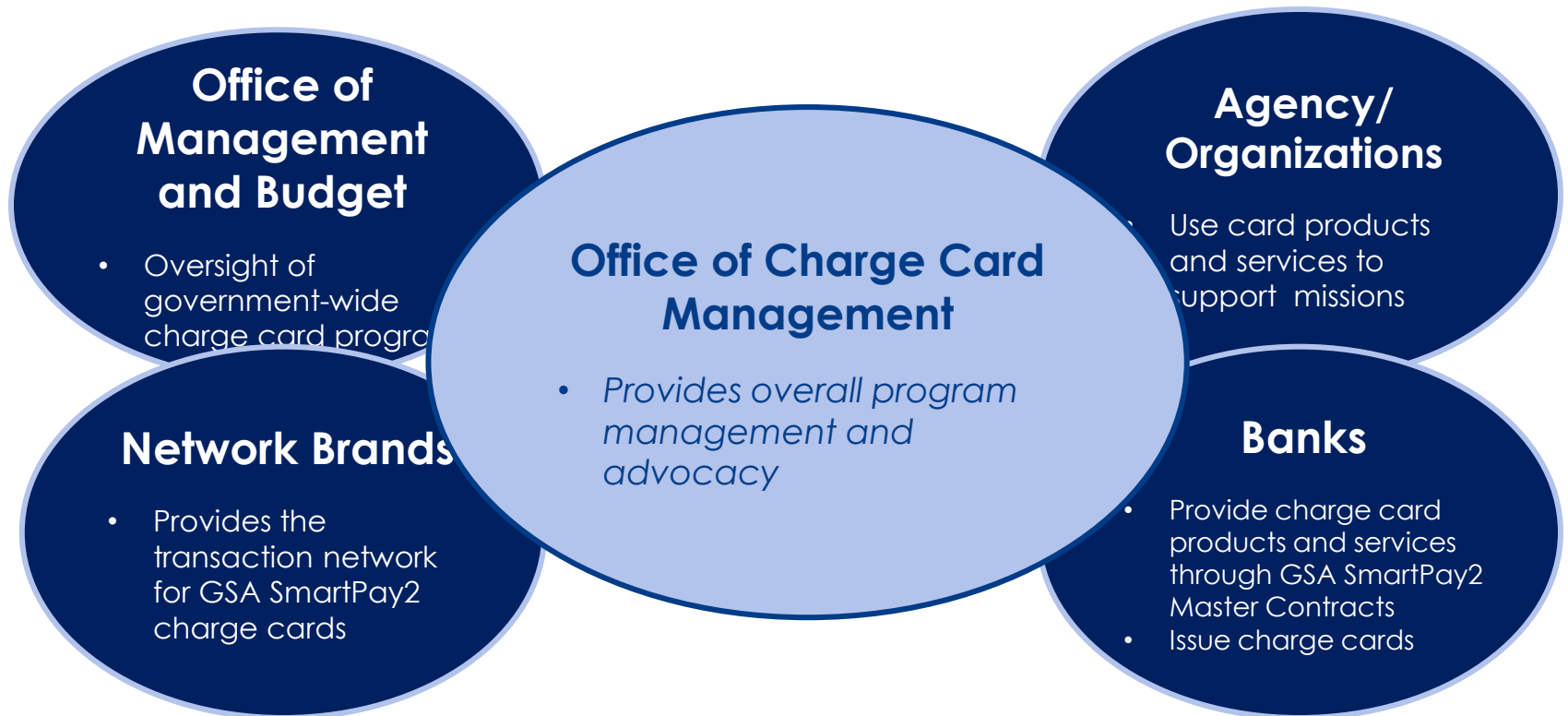➢ Agency/organizations have the opportunity to earn refunds

Purchase

Travel

Fleet

Integrated

GSA SmartPay Program Stakeholders

There are several GSA SmartPay stakeholders. The graphic image below illustrates each programmatic relationship.

Office of Management and Budget
- Oversight of government-wide charge card program

Agency/ Organizations
- Use card products and services to support missions

Office of Charge Card Management
- *Provides overall program management and advocacy*

Network Brands
- Provides the transaction network for GSA SmartPay2 charge cards

Banks
- Provide charge card products and services through GSA SmartPay2 Master Contracts
- Issue charge cards

GSA Smartpay FY14 Statistics

In FY 2014, there were
3.3 Million
GSA SmartPay accounts

Purchase Accounts: 263K
Travel Accounts: 2.4M
Fleet Accounts: 608K

There were a total of
84.7 Million
transactions

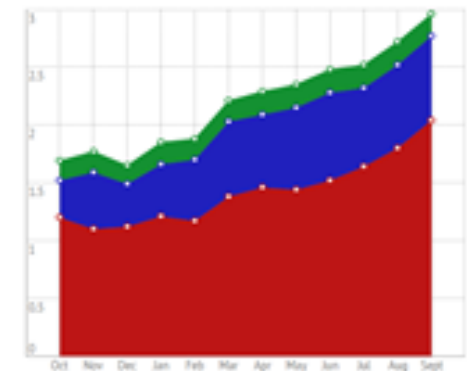19.9M   37.3M   27.4M

Transactions using the Travel Card consisted of 44% of total transactions

Spending totaled
$26.4 Billion

Spend resulted in
$267 Million
in refunds to support mission delivery

GSA SmartPay Fleet Card

- **Use of Fleet Cards enable agencies/organizations to reduce administrative processing costs, better manage tax payments/recovery and collect detailed fleet management data.**

➢ Depending on the Agency, fleet
  - Cards may be issued to cardholders
  - or vehicles/equipment use

➢ All government Fleet Cards are
  - Centrally Billed Accounts and paid
  - directly by the government to the bank

➢ Agencies/organizations are liable
  - for Fleet Card payment

FY 2014 Statistics

Spend:	$2.2 B
Transactions:	$27.4M
Cards:	856 K

Overview of the Fleet Card

- **The benefits of using the GSA SmartPay Fleet card include:**

  ➢ Fleet card providers are accepted at 90% of fuel providers nationwide and there are an additional 45,000 maintenance locations that accept the GSA Smartpay Fleet Card.

  ➢ Real time authorization data available through robust platforms as Voyager and Wright Express provide Level-3 data (when available)

  ➢ Fraud monitoring using Level-3 data, as program data allows Fleet Managers to monitor and detect any instances of fraud, waste, or abuse

Types of GSA Fleet Cards

- **There are four types of Fleet Cards, which are:**

  ➢ Full Service Cards: Used to provide both fuel and maintenance to the majority of GSA Fleet

  ➢ Mastercard Fleet Cards: Mastercard branded cards offers the widest range of acceptance (there is often a tradeoff between the level of transaction data provided by fleet specific card product)

  ➢ Fuel Only Cards: Used for fleets not requiring maintenance services and to further control spend

  ➢ "Ghost" MasterCards: Used to pay providers who do not accept traditional fleet cards. Charges bill the same as transactions swiped at an accepting location

Fleet Manager Roles and Responsibilities

Fleet Managers are liaisons between the agency/ organization management, GSA SmartPay contractor banks, cardholders, and GSA OCCM. Roles may differ with each organization, but could include:

➢ Managing all agency/organization GSA SmartPay Fleet Card programs

➢ Promoting appropriate use of GSA SmartPay Fleet Cards

➢ Monitoring and taking appropriate action for fraud, waste, or abuse

➢ Resolving technical and operational problems between GSA SmartPay2 contracting bank and Fleet accounts, as required

➢ Developing agency/organization Fleet-specific program policies and procedures, as necessary

➢ Maintaining open lines of communication

Bank Roles and Responsibilities

- **The GSA SmartPay Program contractor banks – Citibank, JP Morgan Chase, and U.S. Bank – have important responsibilities, which include:**

  - ➤ Provide AO or Fleet Manager ability to view current statements, payment history, and account information for electronic payments

  - ➤ Issue required reports to Fleet Managers

  - ➤ Provide assistance with audits and investigations

GSA SmartPay Fleet Card Service Providers		
Citibank	**JP Morgan**	**US Bank**
• MasterCard • VISA • Wright Express	• MasterCard • VISA	• MasterCard • VISA • Voyager

Charge Card Leading Practices

There are leading practices that may help AOs and Fleet Managers to effectively manage their GSA SmartPay Fleet Card Program.

➢ Monitor appropriate reports and ensure Fleet accounts are paid in a timely manner, to avoid becoming delinquent

➢ Publish "Frequently Asked Questions" on the agency/organization's internal website

➢ Create a monthly newsletter for agency/organization Fleet policies and procedures

➢ Develop automated reports, to eliminate manually performing data analysis

Mitigating Fraud, Waste, and Abuse

Misuse by employees impacts agency/organization charge card performance and refund earning potential. Some leading practices to mitigate this risk include:

➢ Establish policies and procedures to detect and mitigate the risk of fraud, waste, and abuse and emphasize standards of conduct/ethics and clearly state consequences for misuse

➢ Monitor authorization controls and set reasonable transaction limits

➢ Review card activity through bank EAS reports and restrict spend use through Merchant Category Code (MCC) blocks

➢ Deactivate cards as appropriate – cards with little or no activity should be considered for $1 spend limit adjustment

➢ Manage delinquency and implement proper training

➢ Establish internal controls to ensure accounts are closed, when necessary

Leading Practices-Reporting

GSA SmartPay contractor banks are required to issue reports to Fleet Managers that address transactions, payments, disputes, and delinquencies. Fleet Managers should:

➤ Monitor bank reports regularly, which allows Fleet Managers to oversee the Fleet Card program's financial condition and monitor for fraud waste, and abuse

➤ Use bank reports proactively, not
 –reactively for activities such as invoice
 –and payment data, and meeting OMB
 –requirements

➤ Understand all available reports

➤ Develop automated reports, specific
 –to the agency/organization

Available Reports

Reports include, but are not limited to:
- Account Activity Report
- Declined Authorizations Report
- Dispute Report
- Unusual Spending Activity Report
- Master File

Leading Practices-Training

Training cardholders is also a powerful tool in managing an agency/organization's GSA SmartPay Program. Fleet Managers are encouraged to:

➢ Engage in bank-sponsored training

➢ Attend the GSA SmartPay Training Conference in 2015

➢ Ensure training is easily accessible

➢ Address standards of conduct/ethics and clearly state consequences for misuse

Questions

- Questions from the Audience????

Contact Information

Thank you for your time and attention!

Contact Information

Varuna Singh

varuna.singh@gsa.gov

https://smartpay.gsa.gov